



NORTHWEST  
HEARING + TINNITUS



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**IN THIS ISSUE:**

- A Message from the Owner - 2*
- The Season of Giving - 2*
- When to Upgrade your Hearing Aids - 3*
- Communicating Effectively with Masks - 4*
- Hear Better this Holiday Season - 4*
- End of Year Benefits - 5*
- Northwest Harvest Donations - 6*



## A MESSAGE FROM THE OWNER

Hello, hello! I hope this message reaches you in **happy and healthy spirits**, fully into the holiday season!

Our team is so **joyful** to be celebrating the close to a truly interesting year. This year has challenged most of us in various ways. With these challenges has come the opportunity for introspection and growth - both personally and professionally. In spite of everything going on in the world, we were able to launch our new brand - **Northwest Hearing and Tinnitus**, with a larger focus on tinnitus and PNW outreach.

The Northwest Hearing and Tinnitus team has grown closer than ever. We've leaned on each other and worked hard to adapt to providing optimal COVID protocols. We've taken a deep look at how the office was running and evaluated areas for improvement. Not only has COVID risen us to higher standards of cleanliness; it's had us rise to higher standards of **professionalism and care**. We've been upping our game on services offered, patient contact, protocols and procedures and giving the office a continued facelift. We are incredibly optimistic that 2021 will bring you even greater experiences at our office.

As always, we love constructive feedback - so, please share any thoughts and recommendations for how we can improve your experience with our clinic.

Please email those directly to [melanie@northwestaudiology.com](mailto:melanie@northwestaudiology.com). I look forward to hearing from you. Wishing you and your family a joyous close to 2020. Here's to **2021!**

All my best,

**Melanie K Hecker, AuD**

Owner and Audiologist - Northwest Hearing and Tinnitus



## THE SEASON OF GIVING

### A NWHT Philanthropy

At Northwest Hearing and Tinnitus, we have made it a goal to continuously give back to the communities around us. We will be volunteering our time in December to a local food bank to assist with food insecurity during the holiday season. Behind the scenes, Dr. Veith has been volunteering her time with the Living Water Children's Fund. This non-profit organization has many initiatives around the globe, but the project Dr. Veith has been working on involves creating and sustaining an audiology center at a school in Tanzania for children that have hearing impairments. As you can imagine, being born with hearing loss in a region with few resources significantly limits the potential a child has for obtaining an education, developing speech and communication skills, and significantly impacts their quality of life. These children have been left by their families and socially outcast due to their inability to hear.

So far the construction of the audiology testing booth is nearing completion and the organization is in the first stages of acquiring testing equipment and hearing devices.

If you have interest in donating to this cause you can visit [lwcfund.org](http://lwcfund.org), click **Donate Now**, click **Campaign for Children with Vision and Hearing Impairment** on the right of the page, and donate toward the bottom of the page. Please reach out to Dr. Veith should you have any questions.



**Kindra Veith, AuD**  
Director of Audiology  
Northwest Hearing and Tinnitus





# WHEN TO UPGRADE YOUR HEARING AIDS

by Sabrina Habib  
Audiology Assistant

Most people with hearing aids typically upgrade to newer technology when their devices are around the **3-5 year mark**. There are many factors to consider when thinking of upgrading your devices, and here are a few:



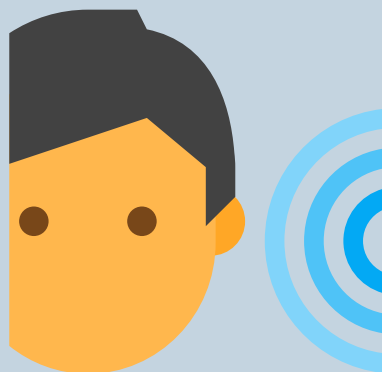
## Warranty Has Expired

Warranty on devices typically expire after 3 years. All repairs needed after that will be an out of pocket cost. All repair costs also tend to increase with the age of the devices.



## Changes in Your Lifestyle

Changes in your lifestyle may include getting a new job, starting school, moving to the city or even in with family. These new changes may include much noisier environments, resulting in a change of your hearing requirements.



## Difficulty Hearing with Your Current Devices

If you or others around you have noticed you are having a hard time hearing, that may be a sign that your current devices are not working for you. Over the years, your hearing may change, and your current devices may not be the most appropriate fit for your hearing loss. At that point you may need to opt for more powerful hearing devices to accommodate for your hearing loss.



## Lack of Hearing Aid Features

Your devices may be lacking in features that you may be interested in. For instance, the ability to stream calls, videos, and podcasts to your hearing devices. Or the ability to change the volume, program, and even track your lost hearing devices on your cellphone.

**If any of these factors apply to you or you are simply curious do not hesitate to give us a call and see what's new in technology because you don't know what you might be missing.**



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## Communicating Effectively with Masks!

- Make sure you have your communication partner's attention.
- Face your partner directly, and make sure nothing is blocking your view.
- Talk a little louder.
- Talk a little slower.
- Use your hands and your body language.
- Ask your partner if they understood you; if not, say it a different way or write it down.
- Move to a quiet place if you can.
- If you're talking with someone new, ask if there's anything you can do to make communication easier for both of you.

Schedule an appointment with one of our Doctors of Audiology for a hearing evaluation.

Call us at

**(206) 367-1345**

People with hearing loss face greater communication challenges when facial expressions disappear under facial masks and lipreading becomes impossible. Masks also reduce the volume and clarity of human speech, especially when there's ambient or background noise. Check out these tips on how to communicate effectively with masks!

## HEAR BETTER THIS HOLIDAY SEASON

### CLEAR, RICH SOUND

Enjoy better speech understanding in noise with less listening effort.

### CONNECTS TO SMARTPHONES, TV AND MORE

Use for hands-free calls, listening to TV, music e-books, podcasts & so much more.

### RECHARGEABLE

New technology is even easier to use, quick to charge and offer a full day of hearing, including streaming.



If you or a loved one suspect hearing loss, you won't want to miss this important event. You will learn more about the benefits of wearing hearing aids and how we can help you find the right device of your lifestyle. Make sure you enjoy the upcoming holiday season. **CALL TODAY!**

**SCHEDULE YOUR APPOINTMENT BY CALLING:**

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# END OF YEAR BENEFITS

2021 is just around the corner! We want to remind you to take advantage of any unused insurance benefits you may have. Almost all plans do not let you rollover unused dollars to the next benefit year. So, use it. Don't lose it!

You may also be eligible to use your HSA (Health Savings Account) or FSA (Flexible Savings Account) benefits available through your employer for your hearing healthcare needs. Majority of the time funds expire at the end of the year.

If you are considering help for your hearing difficulties or have a loved one who is having problems, come in for a hearing screening, hearing demonstration and 30-day risk-free test drive of our NEW hearing technology.

Beat the end of the year rushes!



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**CALL NOW!**

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Return Service Requested

## **NORTHWEST HARVEST DONATIONS**

Our donation box will be in the front lobby from beginning of November through end of December. Please consider donating to this great charity and organization to help those in need this holiday season by bringing canned food for your appointment.  
Thank you!

